

**To:** Grantham, Nancy[Grantham.Nancy@epa.gov]; Gray, David[gray.david@epa.gov]  
**From:** Hanson, Brooke  
**Sent:** Sun 8/30/2015 2:40:31 PM  
**Subject:** call center status  
GKM Call Script (7).docx  
RE: public hotline for Gold King Mine release incident  
FW: Gold King Mine budget

Hi Nancy, David,

Below is the current status of the call center. I'm happy to answer any follow-up questions or contribute to further conversations.

### **Call Center**

1. SRA (HQ contractor) is currently handling incoming calls. SRA refers calls to regional POCs if they cannot be answered via the call script. A number of EPA staff plus SRA contractors have access to the SharePoint site set up by Region 6 for tracking calls.
2. The current call script is attached. A regional POC is still needed for Region 8; please see attached email correspondence, "RE: public hotline for Gold King Mine release incident."
3. I am waiting for language from the well testing contractor on site in Durango regarding well testing results. As soon as he sends this information, I will provide an updated call script to the contractor.
4. Please note that the well testing information is accurate through 9/7; then a decision needs to be made on how we are handling this activity.
5. Please see attached email regarding the funding status of the hotline, "FW: Gold King Mine budget."

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If there are any questions, please let me know.

Thanks,

Brooke

Brooke Hanson

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